

FIG. 1

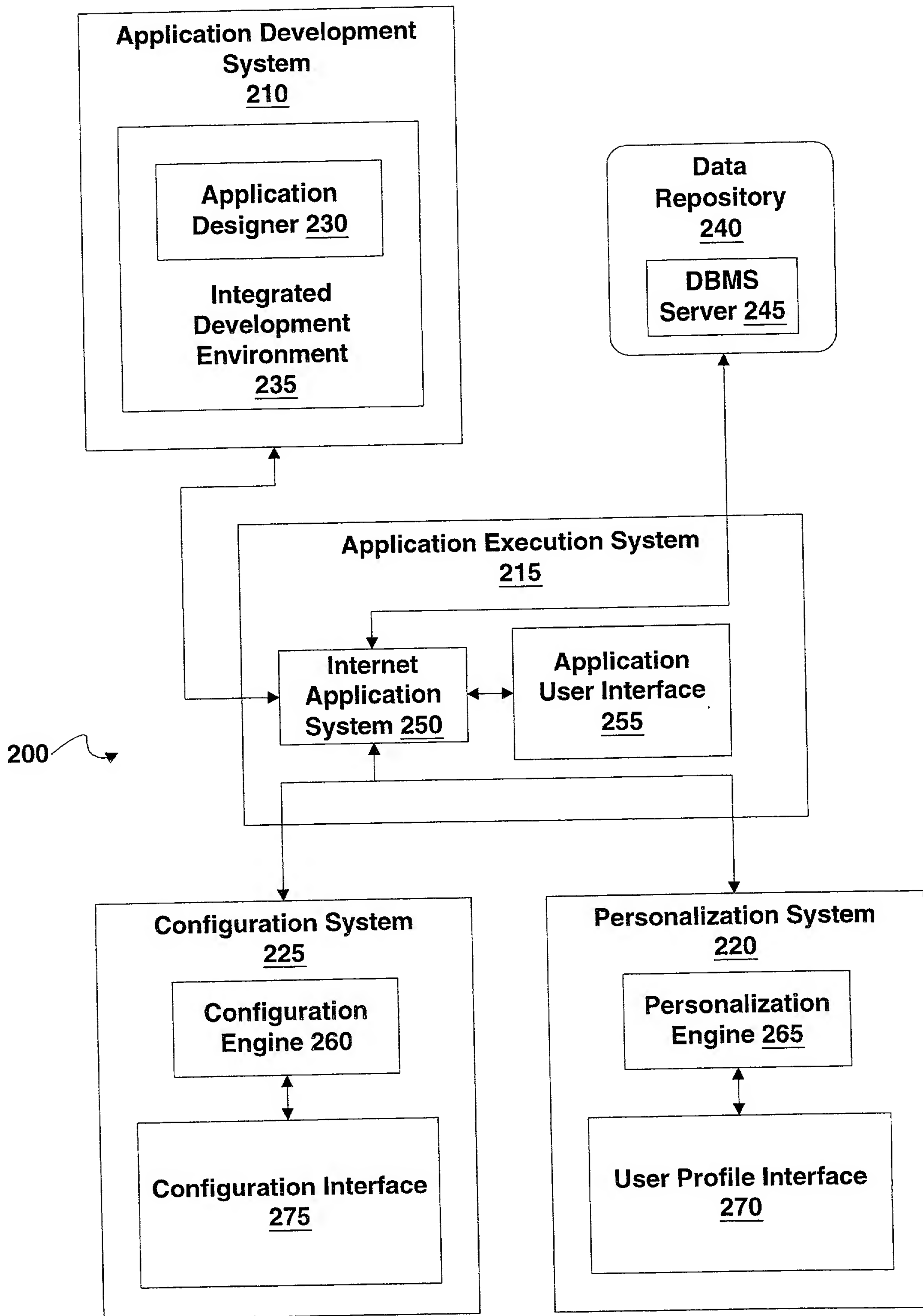
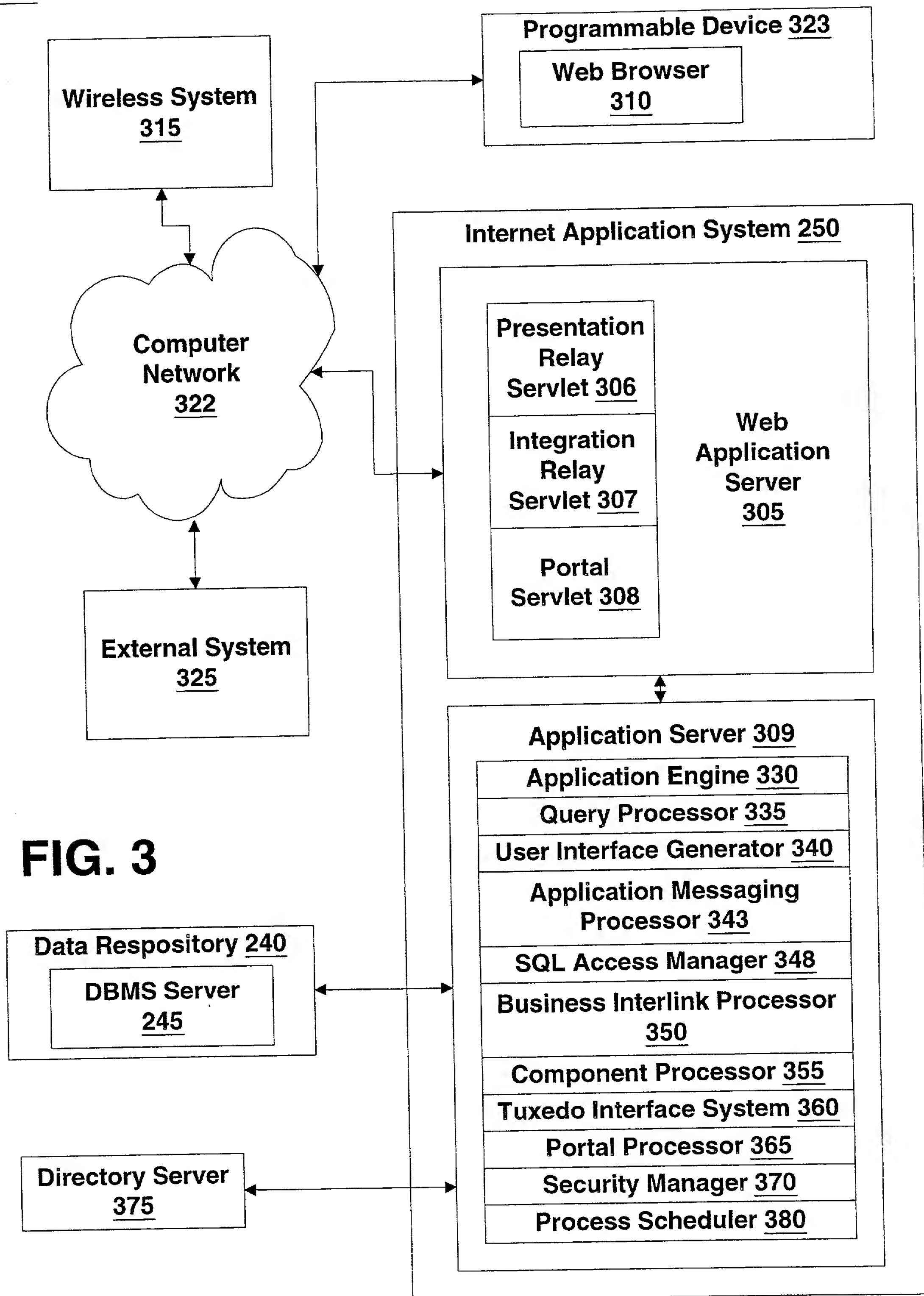


FIG. 2



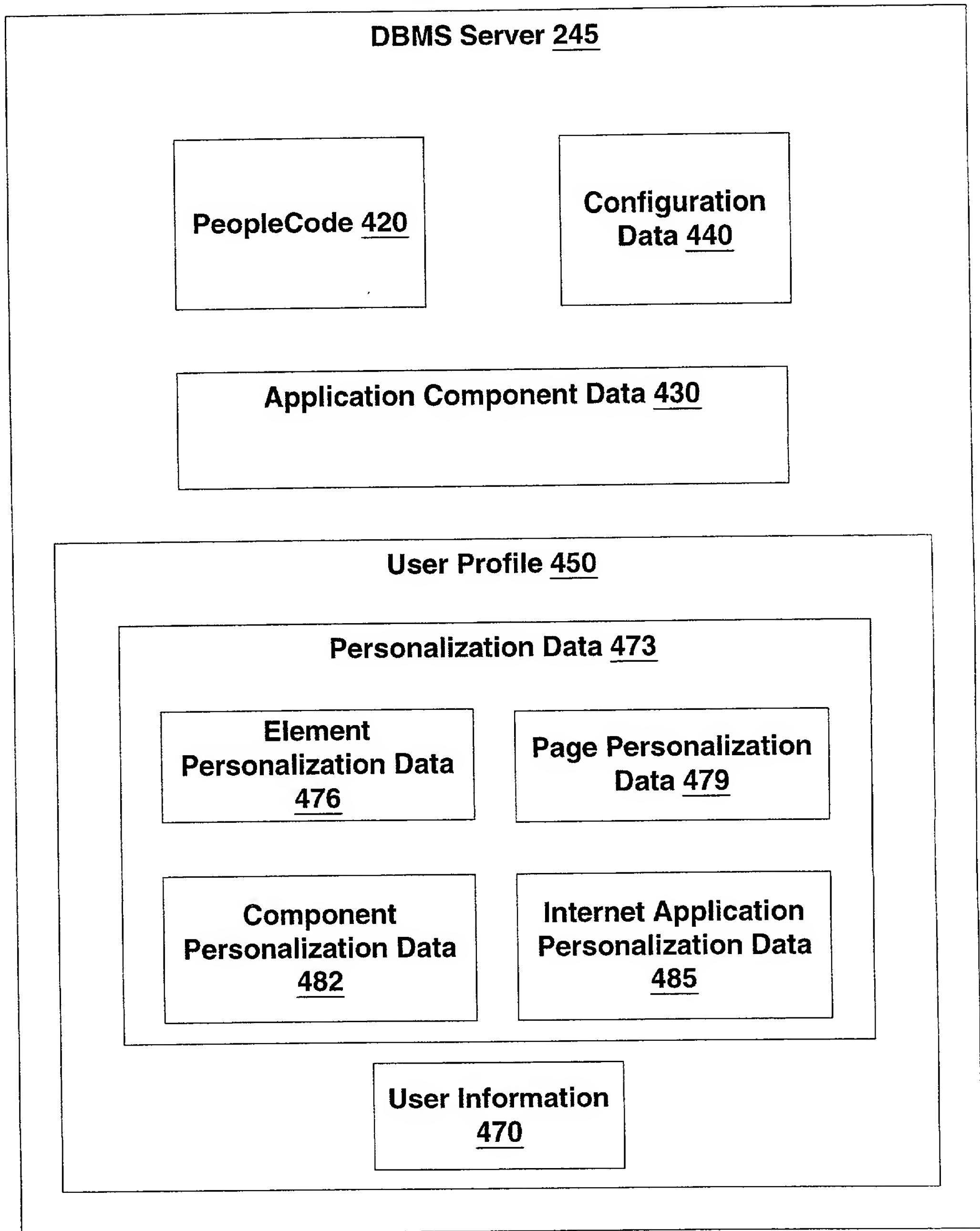


FIG. 4

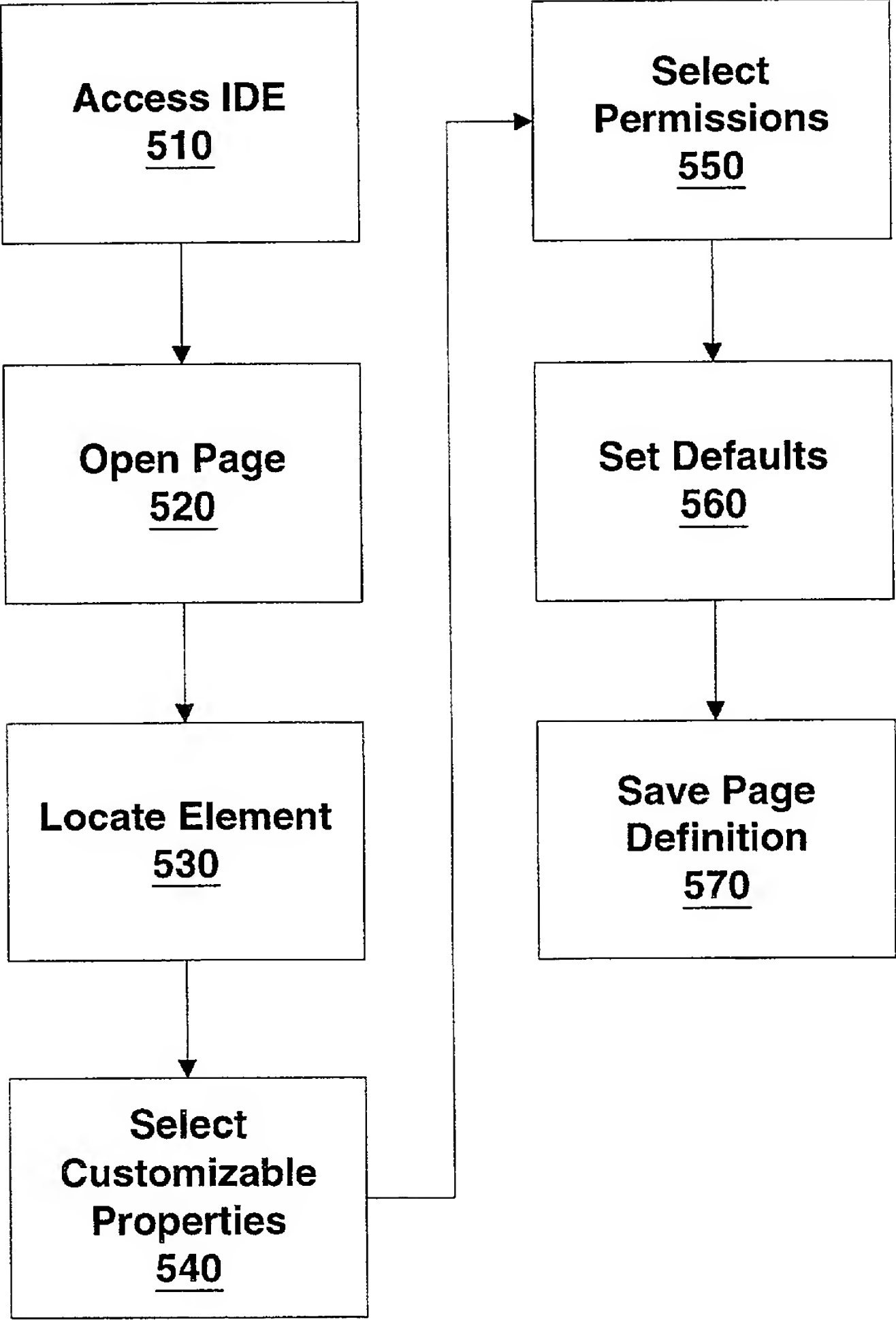


FIG. 5

CONFIDENTIAL

660

610

620

650

640

Application Designer - Untitled - RC_CASE_HDX.ENG (Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

Page Designer Order

Name	AAAAAAAAAAAAAAAAAAAA	Business Unit	NNNNNNNNNNNNNNNNNNNN	NNNNN
Department	AAAAAAAAAAAAAAAAAAAA	Location	AAAAAAAAAAAAAAAAAAAA	N
Phone Type		Phone	NNNNNNNNNN	N
Email Type		Email	AAAAAAAAAAAAAAAAAAAA	
Preferred Contact Method		Preferred Contact Details		
All Contact				
Product		Source	AAAAAAAAAAAAAAAAAAAA	Installer
Asset Tag				
Summary				
Description				
Summary				

Build Find Object References Upgrade Results Validate

CR800GA NUM

Ready

Flu. 6

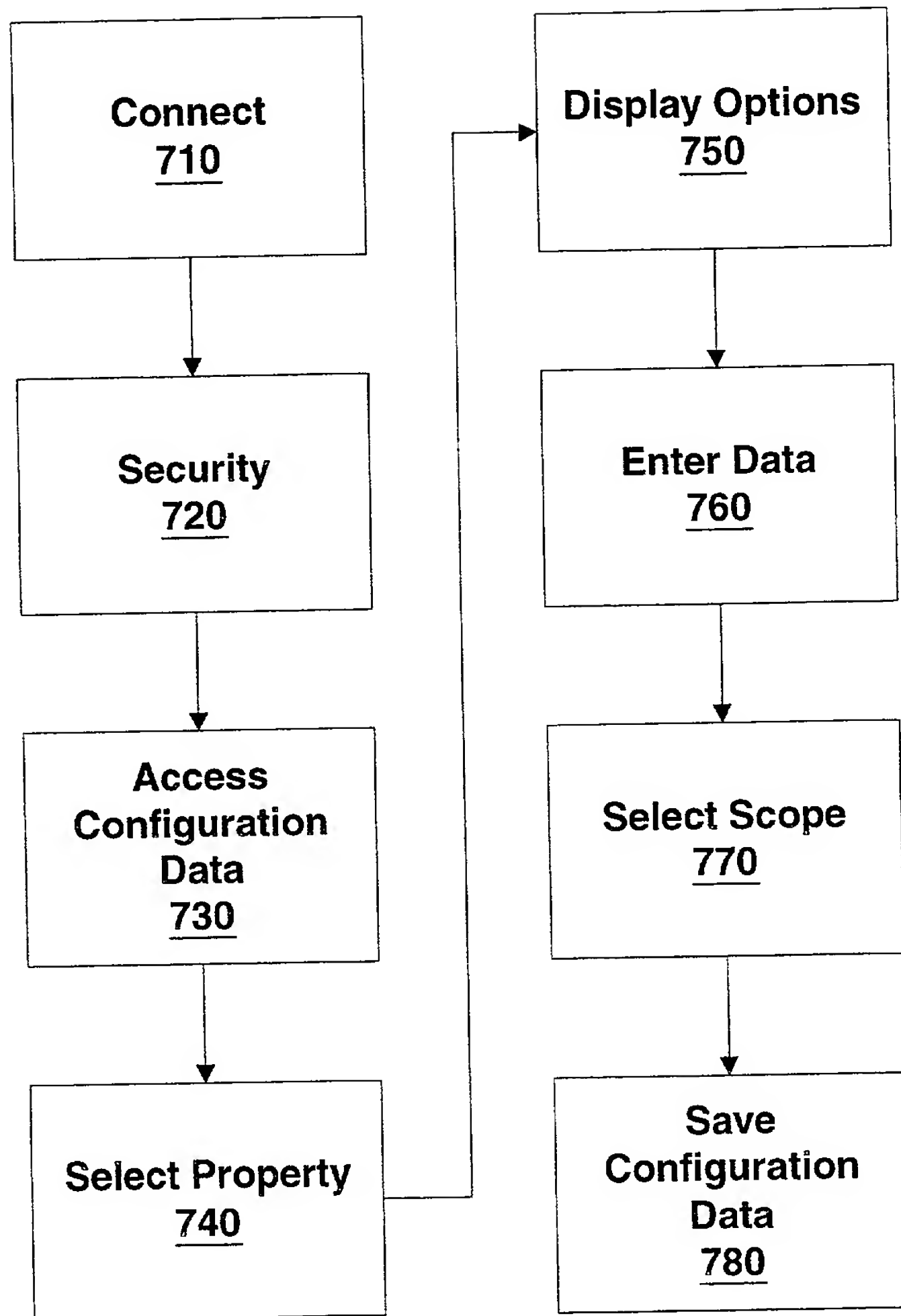


FIG. 7

Administer Personalization Opt - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History

Address http://localhost:7001/services/clientservlet/peoplesoft8/cmd-start&

Home New Window Help

Home New Window Help

Administrator Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS	Accessibility Features		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
ADBTN	Tab over Add/Del Buttons (+/-)		<input type="checkbox"/>	<input type="checkbox"/>	
ADES	Afternoon designator (PM, pm)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PM
CALBTN	Tab over Calendar Button		<input type="checkbox"/>	<input type="checkbox"/>	
CSYM	Currency Symbol		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$
CSYMP	Currency Symbol Position		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	l.
DCSP	Decimal Separator		<input type="checkbox"/>	<input type="checkbox"/>	
DFRMT	Date Format		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	M
EXPENT	Expert Entry		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
GRDTAB	Tab over Grid Tabs		<input type="checkbox"/>	<input type="checkbox"/>	
HDRICN	Tab over Header Icons		<input type="checkbox"/>	<input type="checkbox"/>	
LKPBTN	Tab over Lookup Button		<input type="checkbox"/>	<input type="checkbox"/>	
LTZONE	Local Time Zone		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PST
MDES	Morning designator (AM, am)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AM

Done Local Intranet

FIG. 8

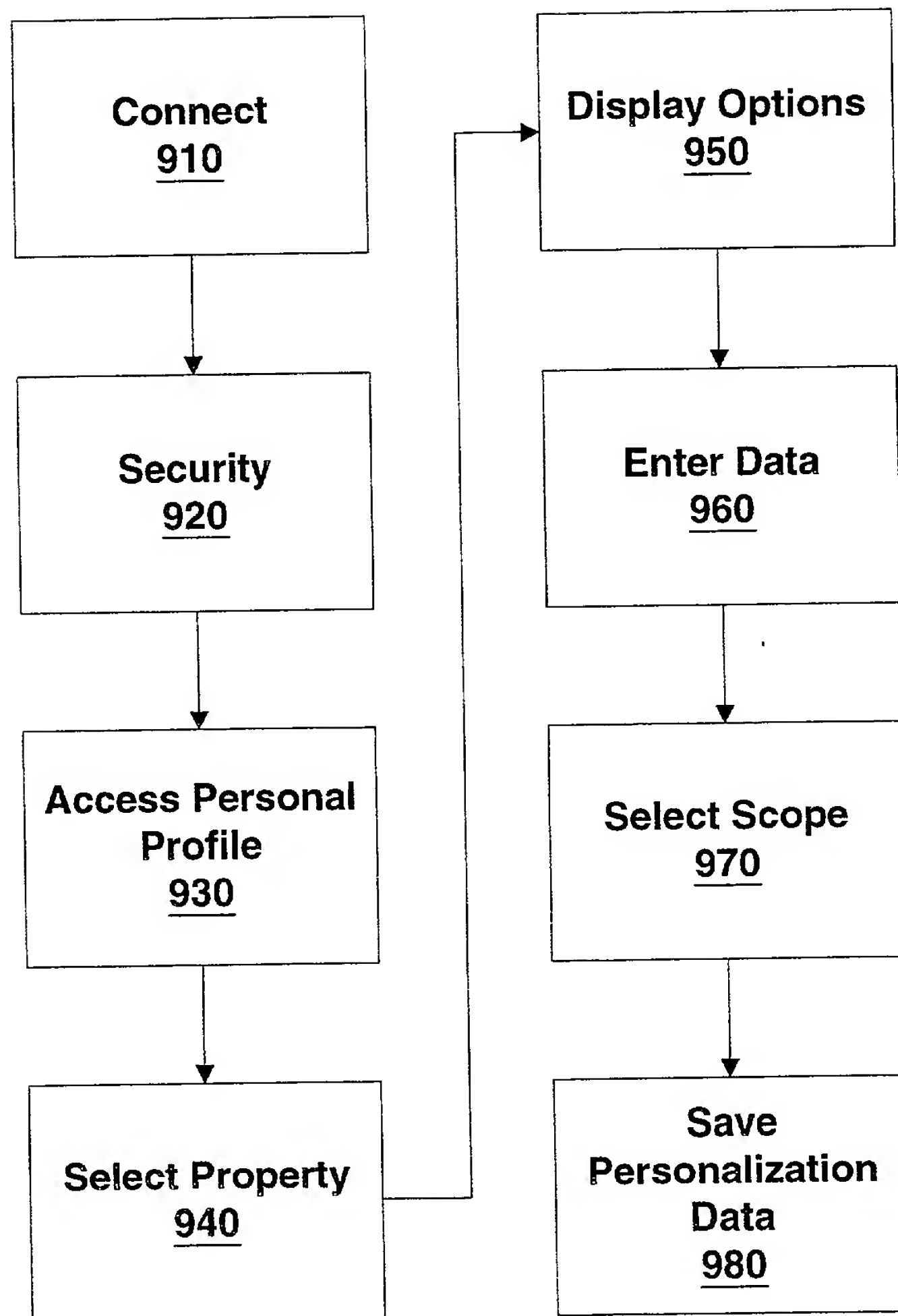


FIG. 9

Self Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Address http://localhost:7001/servlets/jsp/identServlet?peopleSoftCmd=start&

Go Links

Home

New Window

View/Refresh

Help

Sign Out

Home > PeopleTools > Maintain Security > Use > My Profile

General Profile Information

Opriid for CRMSKT, CRMQABAK

Change password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect

My preferred language for reports and email is: English

Currency Code:

Set Personalizations

Email

E-mail Address:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings

Alternate User ID:

From Date:

To Date:

Miscellaneous User Links

Local intranet

1005

1010

1020

270

Fig. 10A

270

Self Service User Profile - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Address http://localhost:7001/services/clientserviet/peoplesoft/?cmd=start&

Home > PeopleTools > Maintain Security > User > My Profile

Home View Worklist Help Sign Out New Window

Personalization

Option	Default Value	Override Value
Accessibility Features	No	<input type="checkbox"/> Explain
Afternoon designator (PM, pm)	PM	<input type="checkbox"/> Explain
Currency Symbol	\$	<input type="checkbox"/> Explain
Currency Symbol Position	Leading	<input type="checkbox"/> Explain
Decimal Separator		<input type="checkbox"/> Explain
Date Format	MM/DD/YY	<input type="checkbox"/> Explain
Date Separator	/	<input type="checkbox"/> Explain
Local Time Zone	Pacific Time, Tijuana	<input type="checkbox"/> Explain
Morning designator (AM, am)	AM	<input type="checkbox"/> Explain
Multiple Row Insert	Yes	<input type="checkbox"/> Explain
Save Confirmation	Yes	<input type="checkbox"/> Explain
Save Warning	Yes	<input type="checkbox"/> Explain
Time Format	h mm ss (8 05 AM)	<input type="checkbox"/> Explain
Time Separator	.	<input type="checkbox"/> Explain
Thousand Separator	,	<input type="checkbox"/> Explain
Use Local Timezone	Yes	<input type="checkbox"/> Explain

1030

1060

830

FIG. 10B

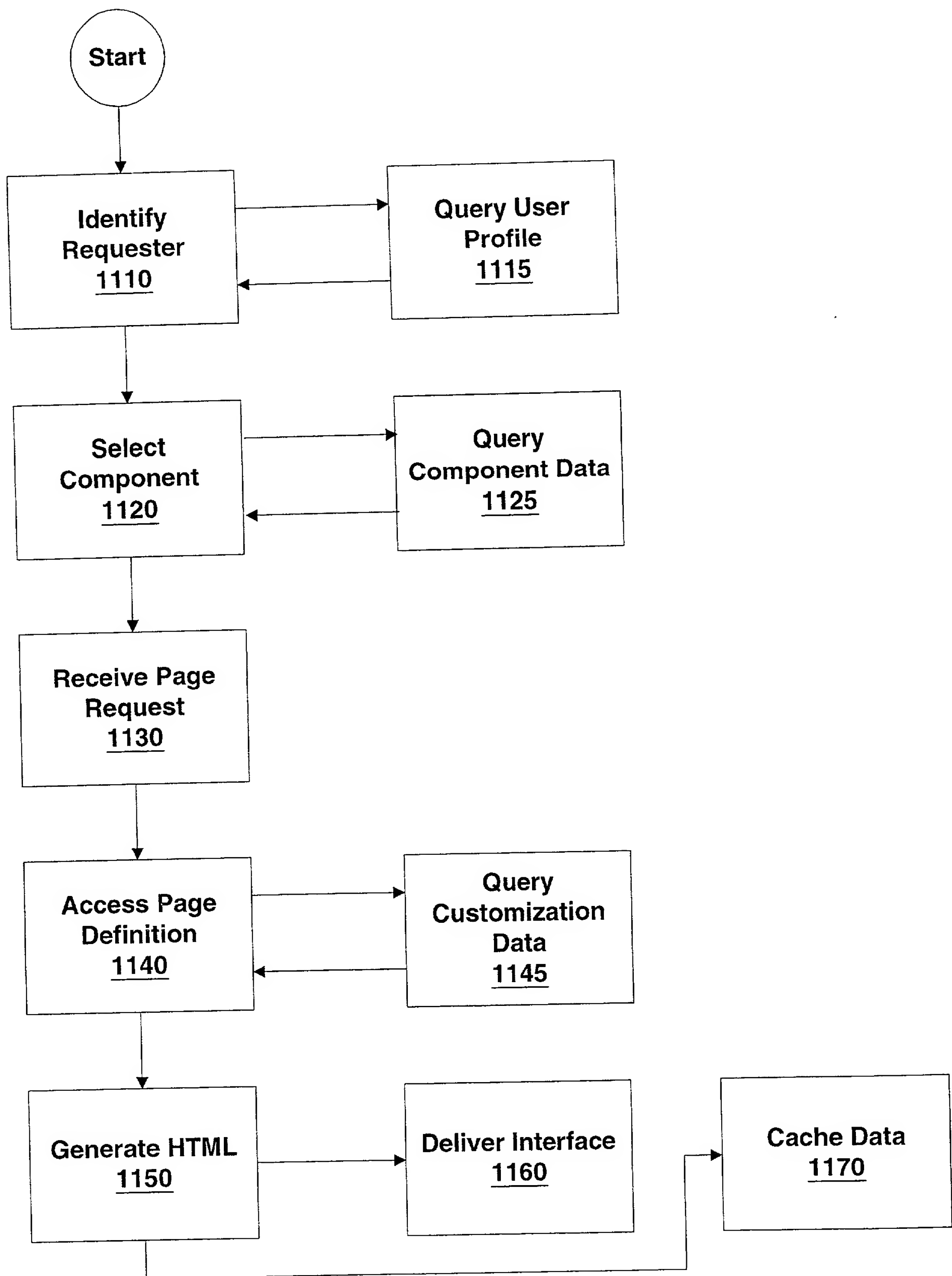


FIG. 11

Untitled

RC_CASE_HD.ENG (Page)

Order

1220 1230

1240 1250

Ln	Label	Type	Field	Record	Display Control	Related Field	Control Field	Page Field
1	SubPage	SubPage	EMP INFO GBO	DERIVED RC C				CUST INFO
2	Employee Information	Group Box	EMPLID	DERIVED RC C				
3	EmpID	Edit Box	CASE CONTACT RC CASE					
4	Contact ID	Edit Box	NAME SEARCH	DERIVED RC C				
5	Name	Edit Box	PERSON ID	RC DRILLDOWN				
6	Person ID	Edit Box	RC BU DESCR	DERIVED RC C				
7	Business Unit	Edit Box	BUSINESS UNIT RC CASE					
8	Department	Edit Box	DEPTID	RB WORKER				
9	Location Code	Edit Box	LOCATION	RB WORKER				
10	Phone Type	Drop Down List	PHONE_TYPE	DERIVED RC C				
11	Phone Type	Edit Box	PHONE_TYPE	RC CASE				
12	Business Unit	Drop Down List	BUSINESS_UNIT	DERIVED RC C				
13	Phone	Edit Box	PHONE	DERIVED RC C				
14	Extension	Edit Box	EXTENSION	DERIVED RC C				
15	Email Type	Drop Down List	E_ADDR_TYPE	DERIVED RC C				
16	Email Type	Edit Box	E_ADDR_TYPE	RC CASE				
17	Email	Edit Box	EMAIL_ADDR	DERIVED RC C				
18	Preferred Contact	Drop Down List	RC_CONTACT_M	RC CASE				
19	Preferred Contact	Edit Box	RC_CONTACT_I	DERIVED RC C				
20	Contact Details	Edit Box	RC_CONTACT_I	RC CASE				
21	All Contact	Edit Box	CONTACT ID	RC CASE				
22	Problem Information	Group Box	ALT NAME SEA	RC ALT CNTC				
23	Product	Edit Box	PRODUCT	RC PRODUCT_I				
24	Product	Edit Box	PRODUCT	RC PRODUCT_I				
25	Product	Edit Box	PRODUCT	RC PRODUCT_I				
26	Product	Edit Box	PRODUCT	RC PRODUCT_I				

Build

Find Object References

Upgrade

Results

Validate

CR800GA

NUM

1250
1210A
1210B

1210J
1210K

1210R
1210Z

1200
FIG. 12

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Address http://localhost:7001/services/clientServlet?cmd=stat&

Home Sign Out

Address Info

Address Seq: 1 View All First 1 of 1 Last + -

Address Detail

Effective Date: 07/25/2001 Status: Active Address ID: 1209

Address Type: Business

Description: 1310

Country: USA United States 1320

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County: CA California 1330

State: CA California 1335

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

☐ Submit

Phone Info

Phone Type Description Primary Prefix Telephone Extension

Business Desk 001 925 694 9479

Done Local Intranet

FIG. 13A

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost:7001/servlets/clientServlet?peopleSoft?cmd=start&

Home View Profile Help Sign Out

Address Info

Address Set: [+] [-]

Address Detail

*Effective Date: 07/25/2001 [+] [-] *Status: Active [+] [-] *Address ID: 1208 [+] [-]

*Address Type: Business [+] [-]

Description: [+] [-]

Country: USA [+] [-] United States

Address 1: PeopleSoft Parkway

Address 2: [+] [-]

Address 3: [+] [-]

City: Pleasanton

Country: CA [+] [-] California

State: [+] [-]

Time Zone: PST [+] [-] Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PUT VP1

Postat: 94505

Submit

Phone Info

Phone Type Description Primary Prefix Telephone Int'l Prefix Phone Extension

Business [+] [-] Desk [+] [-] 901 925 694 9479

Local intranet

1310

1340

1350




255

1320

1330

1335

Fig. 13B

Address Detail			
1310	*Effective Date:	07/25/2001	*Status:
			
255	*Address Type:	Business	*Address IC
			
	Description:		
	Country:	USA 	United States
1350	Address 1:	PeopleSoft Parkway	
	...		

F14.13C

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://localhost:7001/servlets/clientservlet/peopleoft8?cmd=start8>

Go Links

Home Help

Address Info

Address Seq: 1 View All First 1 of 1 Last

Address Detail

Effective Date: 07/25/2001

Address Type: Business

Status: ACTIVE

Address ID: 1208

Description:

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton

County: CA California

State:

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit

Phone Info

View All First 1 of 1 Last

Phone Type Description Primary Prefix Int'l Telephone Extension

Business Desk 17 001 925 694 9479

javascript:DatePrompt_main2(R8_PERSON_ADDR_EFFDT,\$0,'R8_PERSON_ADDR_EFFDT',\$prompt\$0,'450',false);

Local Intranet

1310

1340

1350

1330

1320

1335

255

Flu. 13D



Home » People » My Profile » My Profile

Personalization

Option	Default Value	Override Value	Explain
Accessibility Features	No		Explain
Tab over Add/Del Buttons (+/-)	No		Explain
Afternoon designator (PM, pm)	PM		Explain
Tab over Calendar Button	No		Explain
Currency Symbol	\$		Explain
Currency Symbol Position	Leading		Explain
Decimal Separator	PERIOD		Explain
Date Format			Explain
Date Separator	/		Explain
Local Time Zone	Pacific Time, Tijuana		Explain
Morning designator (AM, am)	AM		Explain
Multiple Row Insert	Yes		Explain
Save Confirmation	Yes		Explain
Save Warning	Yes		Explain
Time Format	h:mm:ss (8:05 AM)		Explain
Time Separator			Explain
Thousand Separator			Explain

FIG 13E

Local Content

Permission Lists - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites

Address http://localhost:7001/servlets/jc/permissions/permissions.jsp?cmd=start&

Home View Favorites Help Sign Out

New Window

Home > PeopleTools > Maintain Security > Use > Permission Lists

General Pages PeopleTools Process Sign-on Times

Permission List ALL PANELS

Description

Menu Name	Find	View	Edit	First	Last
ADMINISTER_SECURITY	1430	1440	1460	+	-
APPLICATION_ENGINE	1430	1440	1460	+	-
APPMONITOR	1430	1440	1460	+	-
CALLCENTER	1430	1440	1460	+	-
CIC_PAGELETS	1430	1440	1460	+	-
CNV_SCHEMA_MAP	1430	1440	1460	+	-
CRM_OPEN_WORKLIST	1430	1440	1460	+	-
CRM_PORTAL_COMPONENTS	1430	1440	1460	+	-
CRM_TRANSFORM_UTILITY	1430	1440	1460	+	-
CTL_CONFIGURATION	1430	1440	1460	+	-
CUBE_MANAGER	1430	1440	1460	+	-
EDI_MANAGER	1430	1440	1460	+	-
ESTABLISH_BUSINESS_UNITS	1430	1440	1460	+	-
MAINTAIN_PRODUCT_CONFIGURATOR	1430	1440	1460	+	-
MAINTAIN_SECURITY	1430	1440	1460	+	-
MAINTAIN_SOLUTION	1430	1440	1460	+	-

1495

1420A

1420B

1410

255

1420P

Local intranet

Fig. 14A

FIG. 14B

1470

Grid Properties

General | Columns | Label | Use |

General Attributes

Main Record: PSACLMENU

Page Field Name: PSACLMENU

Occurs Level: 1

Occurs Count: 18

Unlimited Occurs Count (rows)

1480

1490

270

OK Cancel

FIG. 14B

TABLE 45400T

Home > PeopleTools > Maintain Security > Use > Permission Lists			
General Pages PeopleTools Process Sign-on Times ID			
Permission List ALLPANLS			
Description: All Panels			
Menu Name	First (M) Last (M)		
ADMINISTER_SECURITY	Edit Components	+	-
APPLICATION_ENGINE	Edit Components	+	-
APPMONITOR	Edit Components	+	-
CALLCENTER	Edit Components	+	-
CIC_PAGELETS	Edit Components	+	-
CONV_SCHEMA_MAP	Edit Components	+	-
CRM_OPEN_WORKLIST	Edit Components	+	-
CRM_PORTAL_COMPONENTS	Edit Components	+	-
CRM_TRANSFORM_UTILITY	Edit Components	+	-
CTL_CONFIGURATION	Edit Components	+	-
CUBE_MANAGER	Edit Components	+	-
EDI_MANAGER	Edit Components	+	-
ESTABLISH_BUSINESS_UNITS	Edit Components	+	-
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components	+	-
MAINTAIN_SECURITY	Edit Components	+	-
MAINTAIN_SOLUTION	Edit Components	+	-
MANAGE_INTEGRATION_RULES	Edit Components	+	-
MASS_CHANGE	Edit Components	+	-
MVISION	Edit Components	+	-
PORTAL_ADMIN	Edit Components	+	-
PORTAL_COMPONENTS	Edit Components	+	-
PORTAL_PERS_HOMEPAGE	Edit Components	+	-
PROCESSMONITOR	Edit Components	+	-
PROCESS_SCHEDULER	Edit Components	+	-
QUERY_MANAGER	Edit Components	+	-
RA_CAMPAIGN_MANAGEMENT	Edit Components	+	-
RA_CM_STRUCTURE	Edit Components	+	-
RB_DEFINE_PRODUCTS	Edit Components	+	-
RB_GENERAL_OPTIONS	Edit Components	+	-
RB_INTEGRATION_OPTIONS	Edit Components	+	-
RB_MANAGE_COMPETENCIES	Edit Components	+	-
RB_MANAGE_CUSTOMER_INFORMATION	Edit Components	+	-
RB_MANAGE_WORKFORCE	Edit Components	+	-
RB_PROCESS_INBOUND_TRANS	Edit Components	+	-
RB_STRUCTURE_SEARCHING	Edit Components	+	-
RB_WORKER_CALENDAR	Edit Components	+	-
RC_SELF_SERVICE	Edit Components	+	-
RC_SOLN_MGMT	Edit Components	+	-
REPORT_BOOKS	Edit Components	+	-
REPORT_MANAGER	Edit Components	+	-
RF_AGREEMENTS	Edit Components	+	-
RF_DEFINE_ITEMS	Edit Components	+	-
RF_DEFINE_ITEM_CONTROLS	Edit Components	+	-
RF_MAINT_ENTITLEMENTS	Edit Components	+	-
RF_MANAGE_RMA	Edit Components	+	-
RF_SERVICE_ORDER	Edit Components	+	-
RF_STRUCTURE	Edit Components	+	-
RI_CIC_HOME	Edit Components	+	-
RI_INTERACTION	Edit Components	+	-
RI_SETUP	Edit Components	+	-
RM_DELTA_UTILITY	Edit Components	+	-
RSF_FORECAST	Edit Components	+	-
RSF_LEADS	Edit Components	+	-
RSF_OPPORTUNITY	Edit Components	+	-
RSF_PRTL	Edit Components	+	-
RSF_SETUP_TABLES	Edit Components	+	-
RSF_TERRITORY	Edit Components	+	-
STRUCTURE_PROCESS_AUTOMATION	Edit Components	+	-
STRUCTURE_RC	Edit Components	+	-
TRANSLATE	Edit Components	+	-
TREEMANAGER	Edit Components	+	-
TREE_MANAGER	Edit Components	+	-
UTILITIES	Edit Components	+	-
WORKFLOW_ADMINISTRATOR	Edit Components	+	-
WORKLIST	Edit Components	+	-

1410

1420A

1420B

1420P

1420Q

225

Fig. 14C

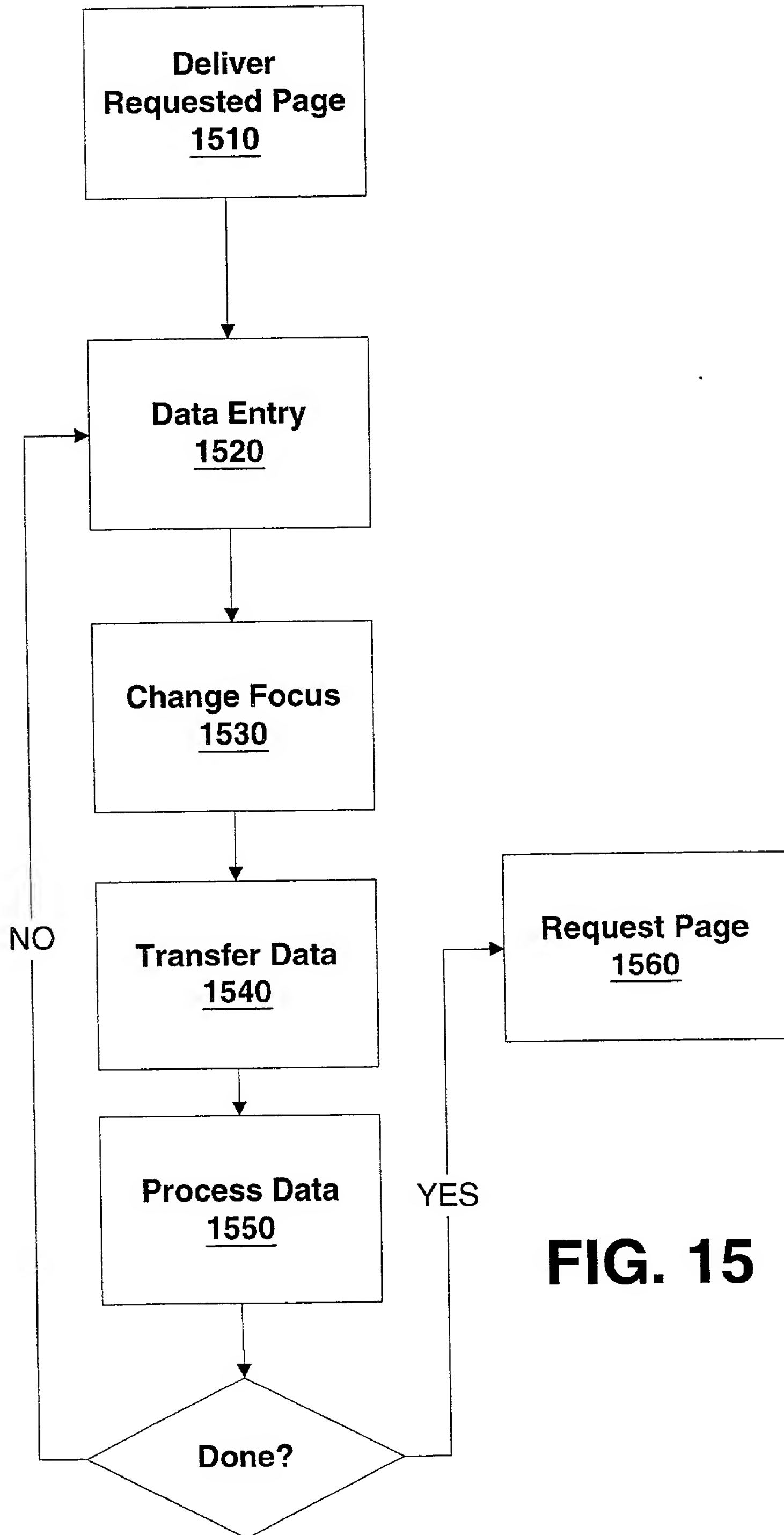


FIG. 15

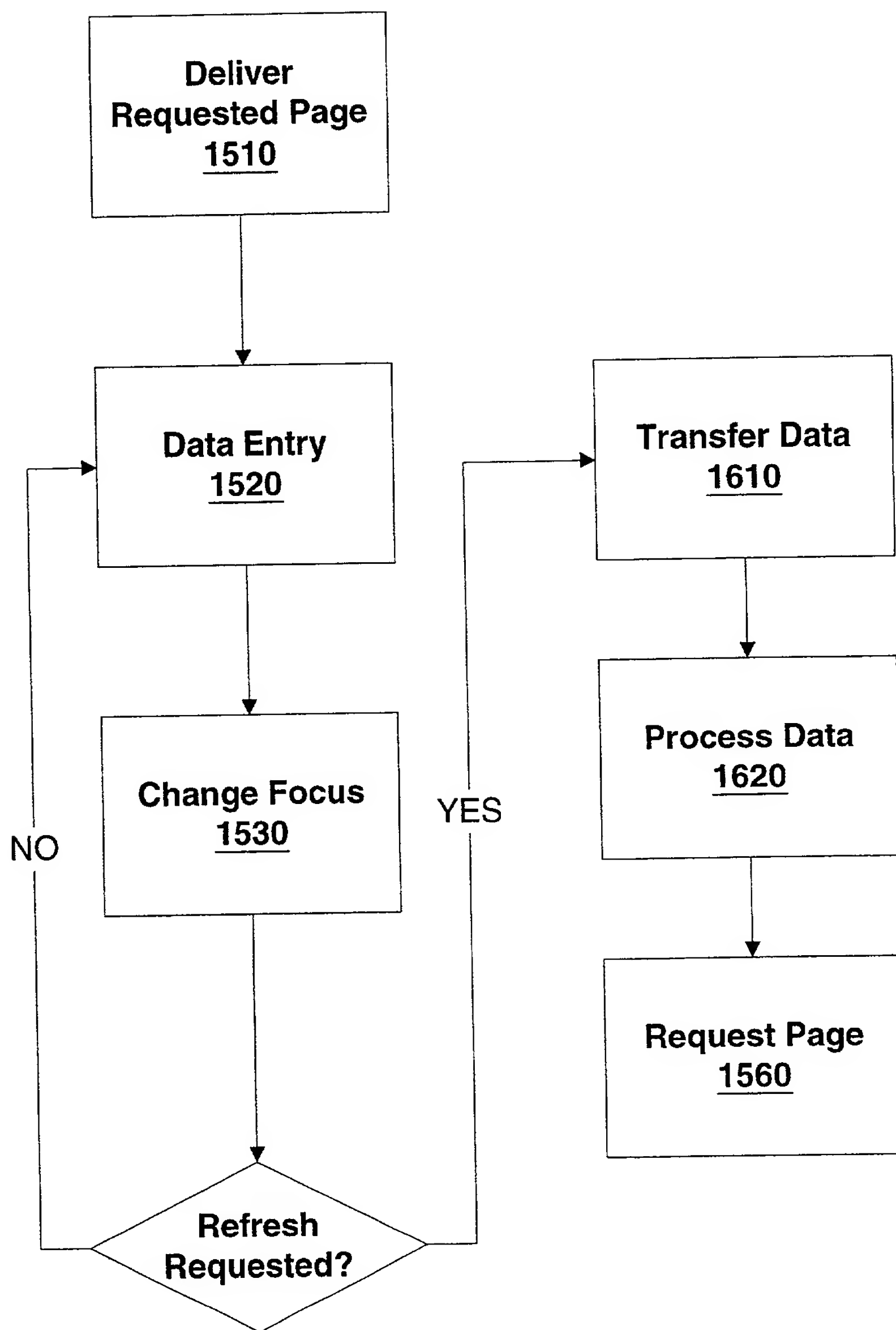


FIG. 16

1004097 1504007

Component Properties

General | Use | Internet

Search Page

Primary Action: ☐ New ☒ Search

Default Search Action: Update/Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page -- Message Set/Nbr: 124 62

Link To Access Search Page -- Message Set/Nbr: 124 63

Instructional Text -- Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry

Toolbar

Selected Toolbar Actions:

<input checked="" type="checkbox"/> Save	<input type="checkbox"/> View WorkList
<input type="checkbox"/> Return to List	<input type="checkbox"/> Next in WorkList
<input type="checkbox"/> Next in List	<input type="checkbox"/> Previous in WorkList
<input type="checkbox"/> Previous in List	<input type="checkbox"/> Add
<input type="checkbox"/> Next Page in Component	<input type="checkbox"/> Update/Display
<input type="checkbox"/> Previous Page in Component	<input type="checkbox"/> Update/Display All
<input checked="" type="checkbox"/> Refresh	<input type="checkbox"/> Correction
<input checked="" type="checkbox"/> Disable Toolbar	

OK Cancel

275

1710

1720

1730

1740

FIG. 17A

Person Component - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search History Favorites

Address http://localhost:7001/servlets/clientServlet?cmd=stat&

Home View Worksheet Help Sign Out

Address Info

Address Seq: 1 View All First 1 of 1 Last

Address Detail

Effective Date: 07/25/2001 Status: Active Address ID: 1208

Address Type: Business

Description:

Country: USA United States

Address 1: PeopleSoft Parkway

Address 2:

Address 3:

City: Pleasanton Postal: 94505

County: CA California

State:

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Expert Entry ~1760 Submit

Phone Info

Phone Type Description Primary Prefix Telephone Extension

Business Desk 001 925 694 9479

Done Local intranet

~255

1770

~1780

~1790

Flu.17B